

Retail Electric Supplier Complaint Scorecard

July 2021 Through December 2021

Legend

Lowest Complaint Rate	★★★★★
Lower Than Average Rate of Complaints	★★★★
Average Complaint Rate	★★★
Higher Than Average Rate of Complaints	★★
Highest Complaint Rate	★

Background

- The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.
- A five-star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.

Rank	Supplier	December 2021	November 2021
1	IGS	★★★★★	★★★★★
2	Green Mountain Energy	★★★★★	★★★★★
3	Viridian Energy PA LLC	★★★★★	★★★★★
4	Tomorrow Energy Corp	★★★★★	★★★★★
5	Public Power	★★★★★	★★★★★
6	Frontier Utilities Northeast	★★★★★	★★★★★
7	American Power & Gas of IL, LLC	★★★★★	★★★★★
8	ResCom Energy	★★★★★	★★★★★
9	Starion Energy PA Inc.	★★★★★	★★★★★
10	ENGIE Power & Gas LLC **	★★★★★	★★★★★
11	MidAmerican Energy Services	★★★★★	★★★★★
12	Everyday Energy. LLC d/b/a Energy Rewards	★★★★★	★★★★★
13	South Bay Energy Corp. ‡	★★★★★	★★★★★
14	Homefield Energy	★★★★★	★★★★★
15	Dynegy	★★★★★	★★★★★
16	Nordic Energy Services	★★★★★	★★★★★
17	MC Squared Energy Services	★★★★★	★★★★★
18	Constellation	★★★★★	★★★★★
19	Ambit	★★★★	★★★★
20	Vista Energy Marketing, L.P.	★★★★	★★★★
21	Direct Energy Services	★★★★	★★★★
22	Inspire Energy Holdings LLC	★★★★	★★★★
23	AEP	★★★★	★★★★
24	Eligo Energy IL, LLC	★★★★	★★★★
25	Reliant Energy Northeast d/b/a NRG Retail Solutions	★★★	★★★
26	Star Energy Partners LLC	★★★	★★★★
27	Just Energy f/k/a Commerce d/b/a Tara Energy	★★★	★★★
28	Energy Harbor	★★★	★★★
29	Liberty Power	★★★	★★★
30	Energy Services Providers d/b/a Illinois Gas & Electric	★★★	★★
31	Spark Energy	★★★	★★★
32	Energy Plus Holdings LLC	★★★	★★★
33	Xoom Energy Illinois, LLC	★★★	★★★
34	National Gas & Electric	★★★	★★★
35	Santanna Natural Gas Corporation	★★	★★
36	Park Power	★★	★
37	Great American Power, LLC	★★	★★
38	Cleanchoice Energy f/k/a Ethical Electric	★★	★★★
39	Residents Energy	★★	★★
40	Clearview Electric	★★	★★

Rank	Supplier	December 2021	November 2021
41	Rushmore Energy	★★	★★
42	IDT Energy	★★	★★
43	Smart Energy Holdings, LLC	★★	★★
44	Stream Energy Illinois, LLC	★★	★★
45	North American Power and Gas	★★	★★
46	Engie Retail d/b/a Think Energy	★	★★
47	Indra Energy ***	★	★★
48	Hero Power	★	★
49	RealGY	★	★
50	Mega Energy	★	★
51	Pure Energy USA II, LLC	★	★
52	Sfe Energy Illinois, Inc	★	★
53	RPA Energy Inc.	★	★
54	Switch Energy, LLC	★	★
55	Major Energy	★	★
56	Atlantic Energy	★	★
57	Alpha Gas & Electric, LLC	★	★

Notes

- The suppliers are scored into five groupings of approximately equal size based on a six-month rolling average of complaint rates per 1,000 customers relative to other companies.
- These figures are updated monthly and are based on all informal complaints the ICC has received, irrespective of whether or not the supplier was determined to be at fault or adequately resolved the customer's complaint.
- In many cases, the ICC's informal complaint process adequately addresses the customer complaints with quick resolution by the supplier.
- Significant changes in the complaint ratio may occur from month to month for smaller suppliers based on only a few complaints.
- This complaint summary should be viewed as only one measure of the customer service provided by the suppliers.
- You may wish to also review other resources regarding a supplier's customer service such as the Better Business Bureau.

‡ Supplier had fewer than 200 residential customers for a portion of the six-month reporting period.

** Supplier was formerly known as Plymouth Rock Energy, LLC

*** Supplier was formerly known as PALMCo Energy